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Complaints, Enforcement of Laws, and Penalties

Complaints

Smoke-free Workplace Law Complaint Form

A complaint can be filed by contacting your local board of health/health department or the Massachusetts Department of Public Health.

A complaint form can be used to file a complaint with the Massachusetts Department of Public Health. The form can be downloaded, completed and either faxed or mailed to the Department of Public Health. A complaint can also be filed by calling 1-800-992-1895.

Complaint Form  

About Complaints, Penalties, and Enforcement of the Smoke-Free Workplace Law



Retail Sales Complaints

Complaints about retail sales practices should be directed to the [Department of Revenue](#) at 1-800-392-6089.

Sales to Minors Complaints

To report the sale of tobacco products to minors, please contact your [local board of health](#) or the [Attorney General's Office](#).

The sale of e-cigarettes and other nicotine delivery products is prohibited in some municipalities. To report the sale of nicotine delivery products to minors contact your [local board of health](#).

MTCP also established a toll-free statewide information and complaint telephone line to process complaints about illegal sales of tobacco products to youth under age 18. Complaints about illegal sales to youth can be directed to **1-800-992-1895**.

Enforcement and Penalties

Compliance Checks - Tobacco Sales to Minors

MTCP-funded Boards of Health conducts retailer compliance checks to assess compliance with local regulations that prohibit the sale of tobacco to minors. MTCP also administers the Massachusetts FDA Tobacco Enforcement Program.

Penalties for the sale of tobacco products to minors are assessed and levied by local Boards of Health. These include warnings, fines, and/or suspensions of local tobacco sales permits for repeat violations.

Tobacco Retail Store Inspections

MTCP-funded Boards of Health conduct retail store inspections to determine if tobacco sales permits and/or required signs are posted, and if stores illegally sell tobacco products in self-service displays or vending machines.